



United States District Court, Western District of Tennessee

PAY.GOV SELF-ENROLLMENT

Individuals planning to access the Pay.gov criminal debt form on a recurring basis may want to register for a Pay.gov user ID and password through the self-enrollment process. Registered users can save payment information within the user profile and it will automatically complete when making future payments.

PROCEDURE:

1. Click the *Register* link at the top of the [Pay.gov](https://www.pay.gov) home page.

NOTE: Although Pay.gov refers to setting up recurring payments, **the Court does not offer that option for Criminal Debt payments.**

2. Select *Create a personal account*.

Create an account

Which type of account best fits your needs?

Create a personal account

I am a person not representing a company, organization or government agency

Create a company account

I am acting on behalf of a company or organization

Already have a Pay.gov account? [Sign in](#)

3. Enter your first and last name and email address. Be sure to click the box indicating that you have read and agree to the Rules of Behavior. Click *Activate Account*.

Create a personal account: Step 1

1 Activate Account

2 Contact Information

3 Set Up Security

4 Sign in

Create a personal account

You must fill in the boxes marked *

First Name *

Last Name *
Email Address *
 I have read and I agree to the [Rules of Behavior](#) *

An email will be sent with steps to complete your account setup.

Activate Account

Already have a Pay.gov account? [Sign in](#)

4. Go to your email to complete account set up. You will need to click on the link in your email to complete the registration process. If you do not follow this link, your registration is not complete.

5. After clicking the link in your email, enter your address and telephone number in the boxes provided and click *Next Step*.

Create a personal account: Step 2

1 Activate Account 2 Contact Information 3 Set Up Security 4 Sign in

Please provide your contact information

You must fill in the boxes marked *

Address Line 1 *

Street address, P.O. Box, c/o

123 Main St

Address Line 2

Apartment, suite, unit, building, floor, etc.

City *

Madison

State / Province / Region *

Wisconsin

ZIP / Postal Code *

53703

Country *

United States

Phone Number *

608-264-5153

Next Step

- The username and password entered here are the credentials used to access the Pay.gov application.
- The secret question and answer allow you to change your password if it is ever forgotten. The shared challenge question and answer may be used by Pay.gov customer service to verify your identity if it is necessary to contact the Pay.gov customer service help desk.

Create a personal account: Step 3

1 Activate Account 2 Contact Information 3 Set Up Security 4 Sign In

Please set up your security information

Username and password

You must fill in the boxes marked *

Create a username *
Minimum of 8 letters or numbers

Create a password *
Minimum of 8, maximum of 25 characters containing: mix of upper and lower case letters, minimum of one number, minimum of one special character

Show my password

Identity verification

The identity verifications cannot be changed after you submit.

Secret question *
If you need to reset your password, this will be used to verify your identity

Choose a secret question ▼

My secret answer *

Show my secret answer

Shared challenge question *
If you ever need to call Pay.gov, this will be used to verify your identity

Choose a challenge question ▼

My challenge answer *

Show my challenge answer

Create My Account

8. A confirmation message is displayed confirming registration is complete. You are given the option to sign into Pay.gov to ensure your new account settings work. See the *Criminal Debt Payment* instructions for making a payment.

Create a personal account: Step 4

1 Activate Account > 2 Contact Information > 3 Set Up Security > 4 Sign in

Success! You can now sign in.

Sign in to view your account profile page or make a payment.

Sign in

You must fill in the boxes marked *

Username *
Hint: Minimum of 6 letters or numbers

Password *
Hint: Minimum of 8, maximum of 25 characters containing: mix of upper and lower case letters, minimum of one number, minimum of one special character

Sign in

Forgot your username? [Email it to me](#)

Forgot your password? [Reset it](#)

9. When you logging in, you will see the User Center screen for self-enrolled users.

The screenshot shows the Pay.gov user center interface. At the top right, it says "Welcome, JohnDoe123 | My Account | Log out". The main navigation bar includes a search box labeled "Find Forms, Agencies..." with a "Search" button, and three main menu items: "MAKE A PAYMENT", "FIND AN AGENCY", and "ONLINE HELP". The page title is "My Account". Below the title, a welcome message states: "Welcome to Pay.gov. This area is designed to allow self management and administration of your Pay.gov information." The interface is divided into several sections:

- My Forms:** "View, complete, save, edit, and pay your online forms." with a "View My Forms" button.
- Payment Activity:** "View historical payments and manage pending payments." with a "View Payment Activity" button.
- Profile Information:** "Manage your user profile, change your password, manage your email preferences, and edit your security settings." with a "View Profile Information" button.
- Enter Access Code:** "An access code is used to gain access to Pay.gov resources. If you have one, please click the button below to get started." with an "Enter Access Code" button.
- Payment Accounts:** "Manage your stored payment accounts which allow you to make payments faster and easier." with a "View Payment Accounts" button.

On the right side, there is a "We're here to help, so how can we?" section with four items:

- We're Available:** "Monday - Friday 7 a.m. - 7 p.m. Eastern Closed on holidays"
- Send A Message:** "Contact Us Form You will hear from us by the end of the next business day."
- Toll Free Number:** "Inside U.S.A. only 800-624-1373"
- International Number:** "Outside the U.S.A. +1-216-579-2112"

Through the User Center, self-enrolled users may search for and view forms that they have saved and submitted, view pending payments, view public reports, and view and edit their user profile.